



Create New Vendor Account

August 1, 2006

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Introduction

Data Acquisition Introduction (QVADS)

Services

Authorizations appear in the Vendor's "Acknowledge Authorizations" queue once a specific approved service has been linked to a specific Vendor.

This "link" is the direct one-to-one relationship in the QVADS vendor table. In order for a Support Coordinator to choose or link a service to a Vendor the Vendor must be contracted to provide the specific service the Support Coordinator is searching for (see table 1).

Arizona Dependent Life	Attendant Care	YES	03/18/05
Arizona Dependent Life	Housekeeping - chore/homemaker	YES	03/18/05

(QVADS Vendor Table 1)

As depicted in table 1 the Vendor "Arizona Dependent Life" is contracted to provide Attendant Care and Housekeeping. Should a Support Coordinator search this Vendor for these services a return would be successful.

Should a Support Coordinator search this Vendor for services other than those listed in table 1 the return would be blank.

Vendors must ensure that all services provided by your company are properly listed in QVADS (to verify the services that are currently in the QVADS system please contact the Division Contracts Dept.).

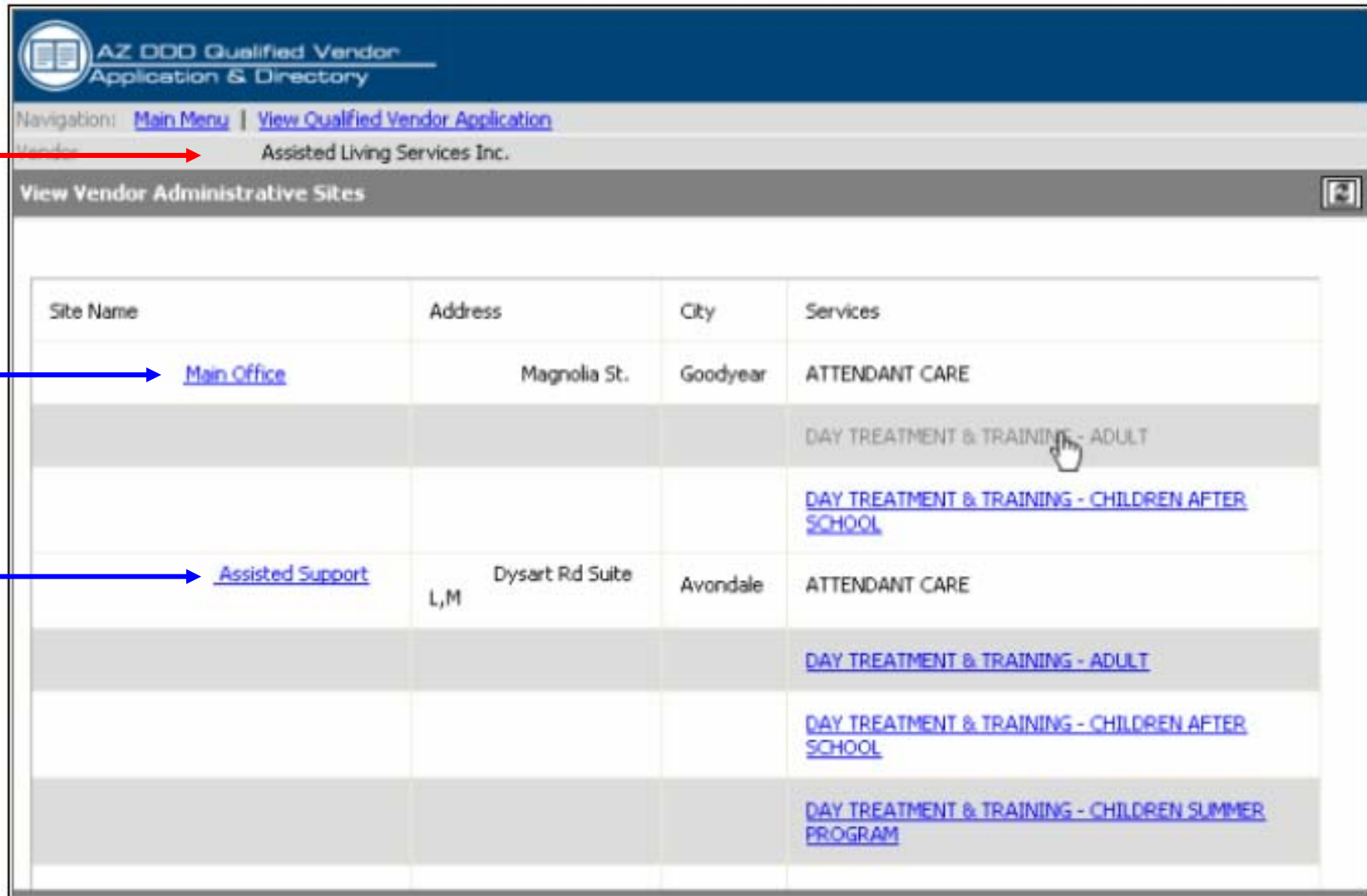
Office/Site Locations (QVADS)

The various locations where a Vendor may provide a service(s) are categorized into 3 levels within the Focus system, they are:

- The Vendor Level
- The Site Level
- The Service Level

The Vendor Level – This functions as the “Corporate / Headquarters” level.

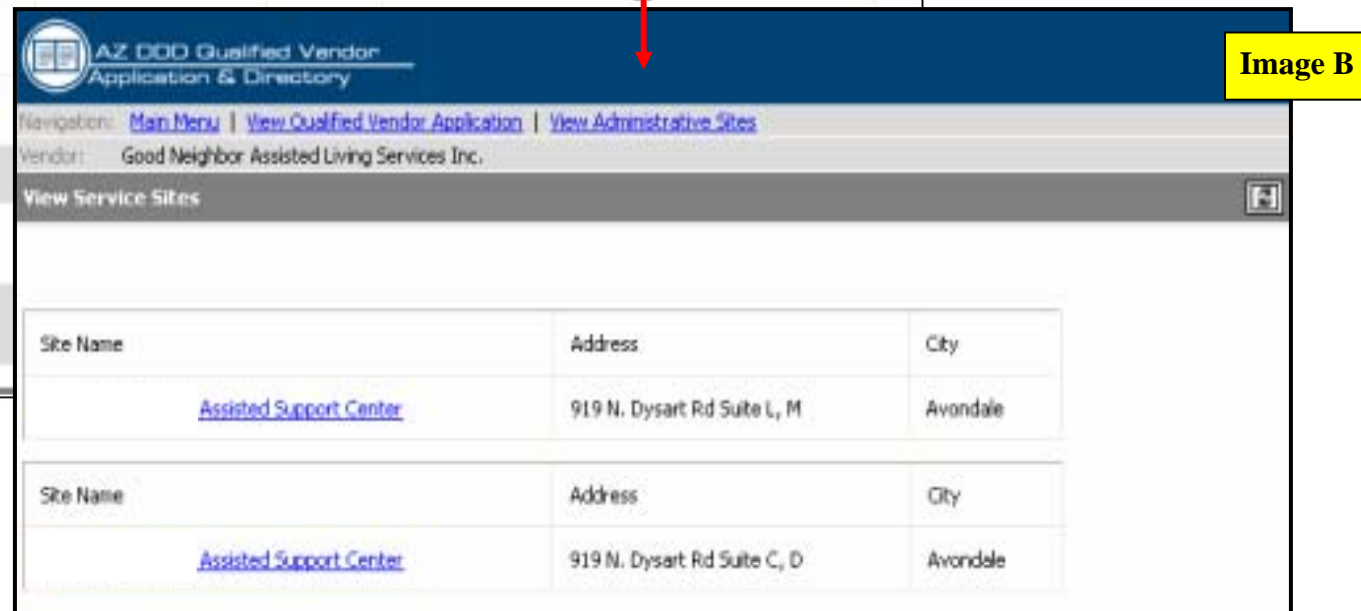
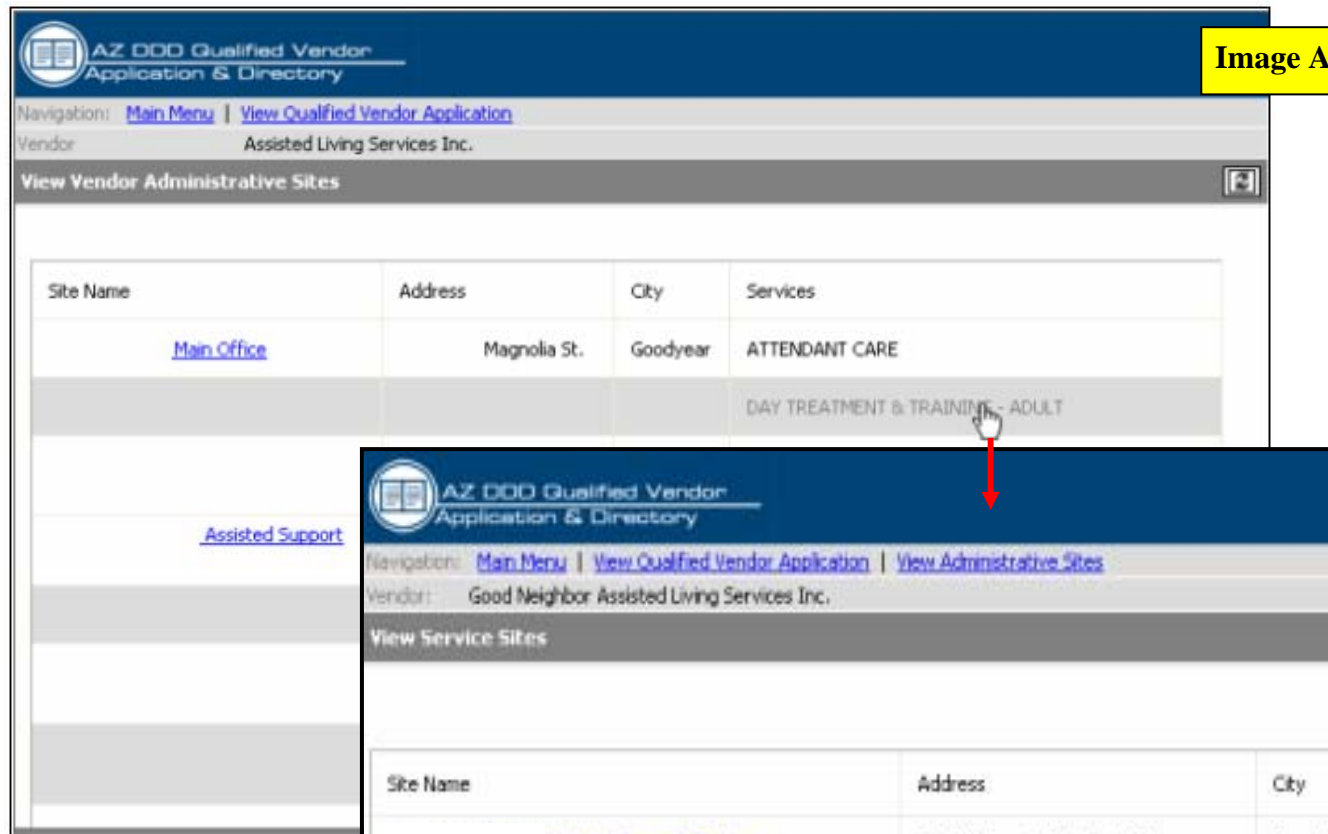
The Site Level – For Vendors with multiple offices throughout the state, this is the location where specific services are provided.



AZ DDD Qualified Vendor Application & Directory			
Navigation: Main Menu View Qualified Vendor Application			
Vendor: Assisted Living Services Inc.			
View Vendor Administrative Sites			
Site Name	Address	City	Services
Main Office	Magnolia St.	Goodyear	ATTENDANT CARE
			DAY TREATMENT & TRAINING - ADULT
			DAY TREATMENT & TRAINING - CHILDREN AFTER SCHOOL
Assisted Support	L,M Dysart Rd Suite	Avondale	ATTENDANT CARE
			DAY TREATMENT & TRAINING - ADULT
			DAY TREATMENT & TRAINING - CHILDREN AFTER SCHOOL
			DAY TREATMENT & TRAINING - CHILDREN SUMMER PROGRAM

The Service Level – A Site may have multiple service locations (such as different suites i.e. suite 1200 or suite 900) where specific services are offered. For example: SPT may be offered at 3225 N. Magnolia St. (the Site Level), suite 1200(the Service Level). Other services like HAM may be offered at 3225 N. Magnolia St (the Site Level), suite 900(the Service Level).

DTT (shown in the image A) illustrates that a Vendor may have many authorizations specific to the service (DTT) and many Service levels, such as Suites L, M and C, D (see image B).



Office/Site Locations (FOCUS)

The QVADS Service and Site locations (Vendor, Site, and Office Levels) shown in the previous two pages are accessed via the FOCUS “Final Authorizations” screen (see image C).

Authorizations - Final Authorizations

Vendor Type [Main Menu](#) [Service Notifications](#) [Pending Auths](#) [Declined Requests](#) [Acknowledge Auths](#) [Final Auths](#)

Please use the following criteria to search

Status :

Type :

Service :

Start Date :

End Date :

Consumer ID :

Following are the final service authorizations. Initial results are based on default search criteria, to change the results alter search criteria. Please click on the consumer name link to view the details of the authorization. You can also view the history of the authorizations, if you have proper access rights.

Office/Site :

Records Dis :

The Vendor Level

The Site Level

The Office Level

Image C

End of Introduction



Create a New Vendor Account

Step-by-Step Instruction
For the
Administrator

Security Access (FOCUS) – Admin “Step-by-Step”

The first step is to go to the External Vendor website by typing the following web address (<http://www.azdes.gov/ddd>) into the browser's address window (see step one) The User must click on the “DDD automated system” hyperlink to access the FOCUS login screen (see step two).

http://www.azdes.gov/ddd/ - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites RSS Print Mail News Groups

1 http://www.azdes.gov/ddd/ Go

Arizona
Department of Economic Security
DES

State of Arizona
Home Page

Home Page About DES Contact Us FAQs

Division of Developmental Disabilities
Home Page - About - Contact Us - FAQs


Menu

- [Message from the Assistant Director](#) Para asistencia en Español, por favor llame al 602.542.0419 o 1.866.229.5553
- [Eligibility / Make a Referral](#) **NEW SFY06 Vendor Billing Documentation** Now Available
FOCUS - the Division of Developmental Disabilities automated system
- [Navigating the System](#) [Vendor User Manual](#) (2.2 MB PDF)
- [Navegando el Sistema](#) To make an eligibility referral, [click here](#).
- [Working With You](#) For important Vendor Information, [click here](#)
- [Regulatory References](#) **NEW Citizenship Fact Sheet for Families** (248 KB, PDF)
- [Vendor Information](#) [Employment Support Service, RFQVA 705015](#). Service began on November 1, 2005.
- [Provider Information for Consumers & Families](#) [Third Party Liability Billing Guide for Therapy Providers](#) (1.02 MB, PDF)

Initial Sign Up Request– Admin “Step-by-Step”


Arriving at the sign up screen for the first time the User must sign-up as a new user by clicking on the [Signup As New User](#) link. The “New User” does not enter a User Name or Password at this point in the sign up process.


Login

 Welcome to the Secured Website. To begin login below or if you would like to sign up as a new user click on the "Signup As New User" link below

User Name :

Password :

 [Signup As New User](#)

 [Forgot My Password](#)

Initial Sign Up Request – Continued– Admin “Step-by-Step”

Having clicked on the [Signup As New User](#) link the User will enter required data into all of the fields below. The User must duplicate the security code in the “Human Verification” security box on the bottom of the screen, then click on “Submit”.

[Login](#) | [Support Request](#) | [Forgot Password](#)

➡ To signup as a new user fill out all of the information below and click "Submit". Upon successful submission you will be receiving a confirmation email sent to the email address you specified below.
(*All information is required.)

* First Name :

* Last Name :

* User Name: (Min. 8 chars, Max. 20 chars)

* Password : (Min. 8 chars, Max. 15 chars)

* Re-Enter Password :

* Email :

* Address :

* City :


* State :

* Zip :

* Phone :

For security purposes, please enter your code in the text box.

This technique prevents automated programs from using this website.

Your code is: 

Enter your code here:

Notice:

- For ease of form use please “Tab” from field to field.

[The “Tab key” is to the left of the letter Q on your keyboard]

- The User will enter the email address where they wish to receive the email confirming their FOCUS User Name and Password.
- The User must authenticate the account submission request by typing the “**Your Code is**” security code in the “**Enter Your Code Here**” fill-in field.

Confirmation Email– Admin “Step-by-Step”

Upon submitting the data from the “Sign up as New User” screen, the “New User Confirmation” screen will appear indicating successful completion of the initial sign up request process.

The User at this point will exit FOCUS and await a confirmation email from DDD Prod Support.

New User Confirmation

[Login](#) | [SignUp As New User](#) | [Support Request](#) | [Forgot Password](#)

Your Submission Has Been Received!

Thank you for your submission, we have received your request and you should be receiving a confirmation email shortly. In it will be a security URL that you will need to click on which will send you to the login page. (If you have any problems clicking on the url due to "Url Wrapping" or any other issues, please copy and paste the complete url into your browser's address bar.) You will not be able to login to the AZ Secured site until you have successfully completed this step. If you have any problems completing this process please contact the support desk at 602-294-6609.

Thank You - AZ Secured Site Support

Confirmation Email - Continued– Admin “Step-by-Step”

Upon receipt of the confirmation email (shown below), the User will access the FOCUS login screen by pasting the **URL (URL = Web address)** from the email into their Web Browser’s address bar and pressing enter on the keyboard.

YOU MUST LOGIN TO FOCUS **WITHIN 2 HOURS** of receiving the confirmation email. If the User fails login within the 2 hours, they must repeat the initial sign up request process from the beginning.

Should the User find it necessary to repeat the initial sign up request process from the beginning, be advised that the User must provide a new unique User Name. This is not true for passwords; a password may be re-used but a User Name may not.

From: DDDQASUPPORT@AZDES.GOV	Sent: Tue 1/24/2006 2:09 PM
To: Vendor Email Address	
Cc:	
Subject: Notification Regarding Your AZ Security Account	

This is a confirmation email to let you know we have received your submission. Please save this email, it contains your SecurityId which will be needed if you ever forget your password.

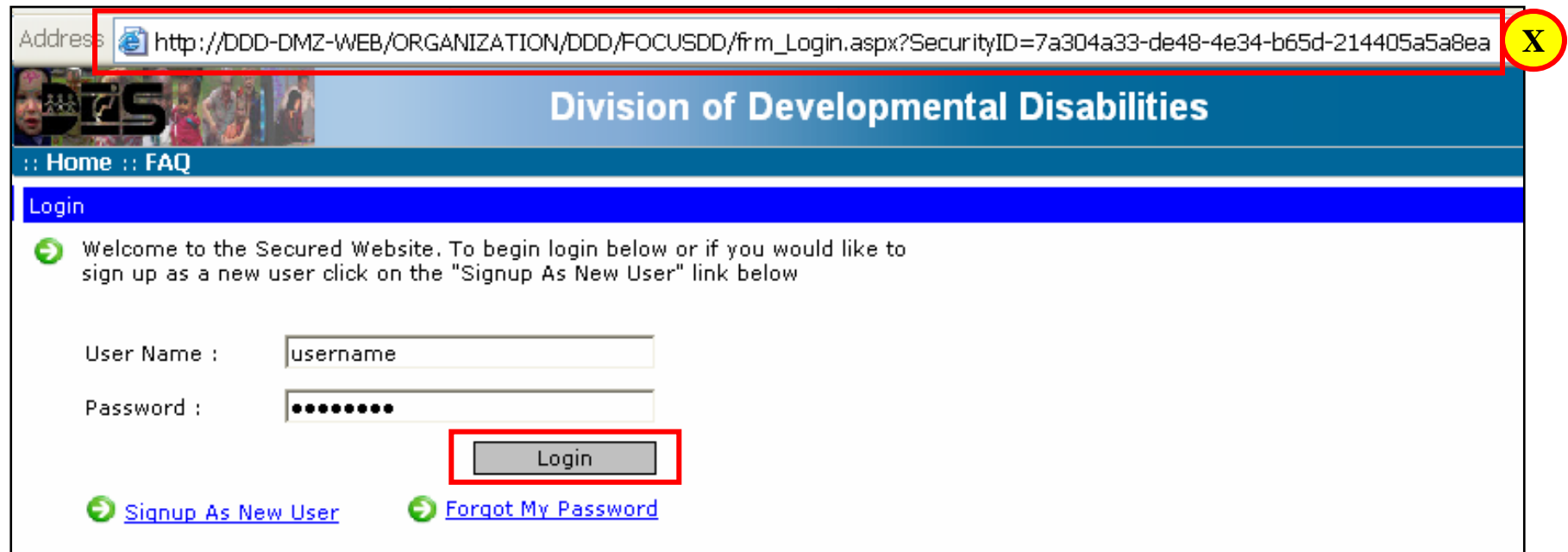
User Name: **User name they entered will be here**
Password: **Password they entered will be here**
SecurityId: 7a304a33-de48-4e34-b65d-214405a5a8ea

Please click on the following link to confirm your Sign Up:
http://DDD-DMZ-WEB/ORGANIZATION/DDD/FOCUSDD/firm_Login.aspx?SecurityID=7a304a33-de48-4e34-b65d-214405a5a8ea **X**

If you are having trouble clicking on the link please copy and paste the complete url in your browser's address bar.

Signing Back Into Focus– Admin “Step-by-Step”

The User will be redirected back to the FOCUS login screen after pasting the URL link included in the confirmation email into the browser's address window. The User will now enter the User Name and Password found in the confirmation email, then press the Enter key or click on the **Login** button.



The screenshot shows a web browser window with the address bar containing the URL: `http://DDD-DMZ-WEB/ORGANIZATION/DDD/FOCUSDD/frm_Login.aspx?SecurityID=7a304a33-de48-4e34-b65d-214405a5a8ea`. A red rectangle highlights the address bar, and a yellow circle with a red 'X' is positioned to its right. The page header features the logo of the Division of Developmental Disabilities (DDD) and the text "Division of Developmental Disabilities". Below the header, there are links for "Home" and "FAQ". The main content area is titled "Login" and contains a welcome message: "Welcome to the Secured Website. To begin login below or if you would like to sign up as a new user click on the 'Signup As New User' link below". There are two input fields: "User Name" with the placeholder text "username" and "Password" with masked characters "••••••••". A red rectangle highlights the "Login" button. At the bottom, there are two links: "Signup As New User" and "Forgot My Password", both preceded by a green arrow icon.

Signing Back Into Focus - Continued– Admin “Step-by-Step”

Upon Login, outside users who haven’t been tied to a Vendor account are prompted to either create a “New Account” or “Access an Existing Account”. To create a new account the User will click the [Create A New Vendor Account](#) Hyperlink, accessing an existing Vendor account can be facilitated by clicking the [Existing Account](#) Hyperlink.

[:: Home](#) [:: FAQ](#)

[Main Menu](#) [Edit My Profile](#) [Change Email](#) [Change Password](#) [Create New Vendor Account](#) [Request Account Access](#)

Georgia
-> [LOGOUT](#)

Announcements	Main Menu
No announcements at this time.	Welcome to the Secured Site for the Arizona Department Of Economic Security. You currently do not belong to any accounts at the moment. To access any DDD applications you will need to either Create A New Vendor Account or request access to an Existing Account .
Miscellaneous	
No miscellaneous info at this time.	

Create New Vendor Account– Admin “Step-by-Step”

Having clicked on the [Create A New Vendor Account](#) from the main menu the screen below will appear; the vendor must enter their QVADS Tax ID (EIN) or SSN. FOCUS will verify the information is present in QVADS.

Create New Vendor Account

To create a new account you will need to enter the Tax ID of the vendor that you wish to create the account for. It is necessary for us to cross check the Tax ID number with our list of approved vendors in order to ensure authenticity. If we do not have your Tax ID on record you will be asked to start a contract with the State as a qualified vendor. If you know that your Tax ID number is not on file you begin the contract process [here](#). If you know that we have you registered as a valid vendor then enter your Tax ID below and click "Submit".

Tax ID or SSN # :

→ The Vendor's account name will display as it appears in QVADS.

If the Vendor's account name is incorrect, it's probable the Tax ID was typed incorrectly. From here the User would click on [Create Account](#).

Create New Vendor Account

To create a new account you will need to enter the Tax ID of the vendor that you wish to create the account for. It is necessary for us to cross check the Tax ID number with our list of approved vendors in order to ensure authenticity. If we do not have your Tax ID on record you will be asked to start a contract with the State as a qualified vendor. If you know that your Tax ID number is not on file you begin the contract process [here](#). If you know that we have you registered as a valid vendor then enter your Tax ID below and click "Submit".

Tax ID or SSN # :

The following Vendors have been found in our records for the Tax Id you have submitted. Please select the Vendor that you wish to create the account for by clicking on "Create Account".

Name	Create Account
CATEC	Create Account

Create New Vendor Account - Continued– Admin “Step-by-Step”

The Account Name can be changed, if the name is less than 10 characters, it must be changed. (i.e. CATEC to California TEC). **Anyone requesting access to their account in the future will have to spell the name exactly the same**, so it's advantageous, but not necessary, to abbreviate the name. “The Account Description” is a definition of the account such as “primary account, or the User may simply type the account name in the account description field (using the picture below as an example the User could repeat CATEC as a description and this would be sufficient).

Create New Vendor Account

We have found the following vendor to match the Tax Id that you submitted. In order to create this account you will also need to provide the username and password that you use to login to the **Qualified Vendor Directory (QVADS)**. This extra piece of information will ensure that you are authorized to create this account for this vendor. After you are done click the "Submit" button. Upon successful account creation you will be redirected to the "Main Menu" page of your new account. **(*All fields required)**

Tax Id: 123456789

QVADS Username * :

QVADS Password * :

Account Name * : CATEC

Account Description * : CATEC

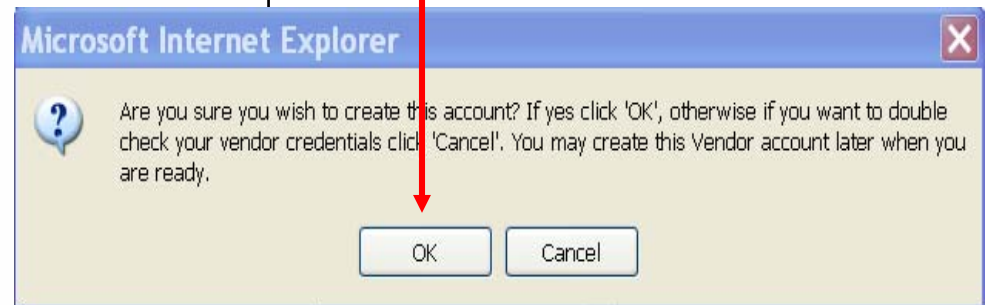
[This is not my vendor, try again](#)

Notice:

The Username and Password information entered here has to match QVADS exactly. (The QVADS Username* is the User's email address.)



FOCUS will prompt the User for confirmation of account creation via a pop up dialog box.

Click on OK.



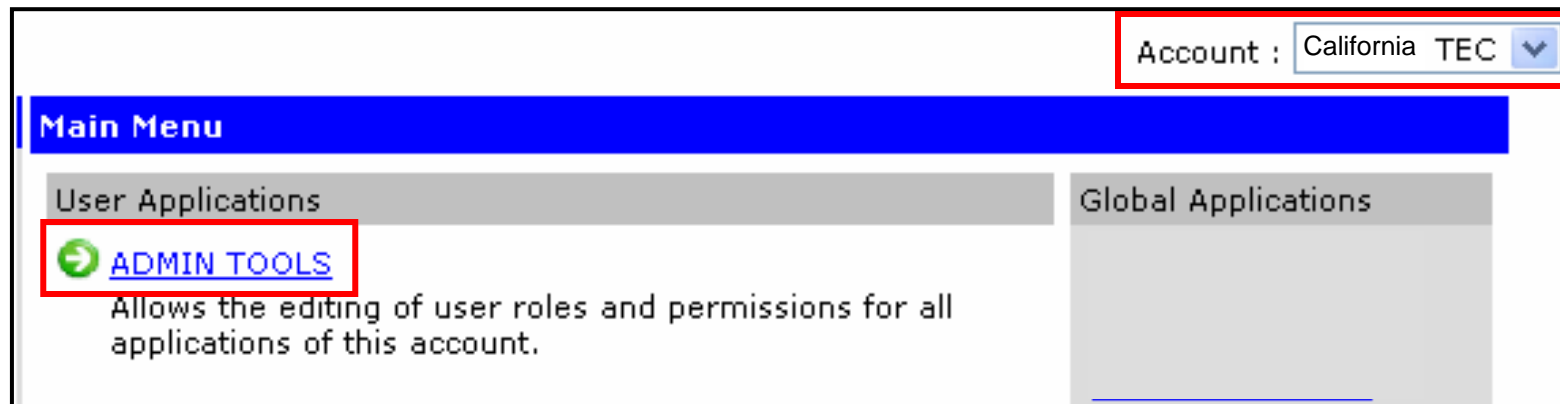
Administrative Tools (Admin Tools) – Admin “Step-by-Step”

The successful creation of an account titled **California TEC** is depicted below. The person who created the account is the account administrator (Only the administrator or anyone with Admin rights will see the [ADMIN TOOLS](#) utility).

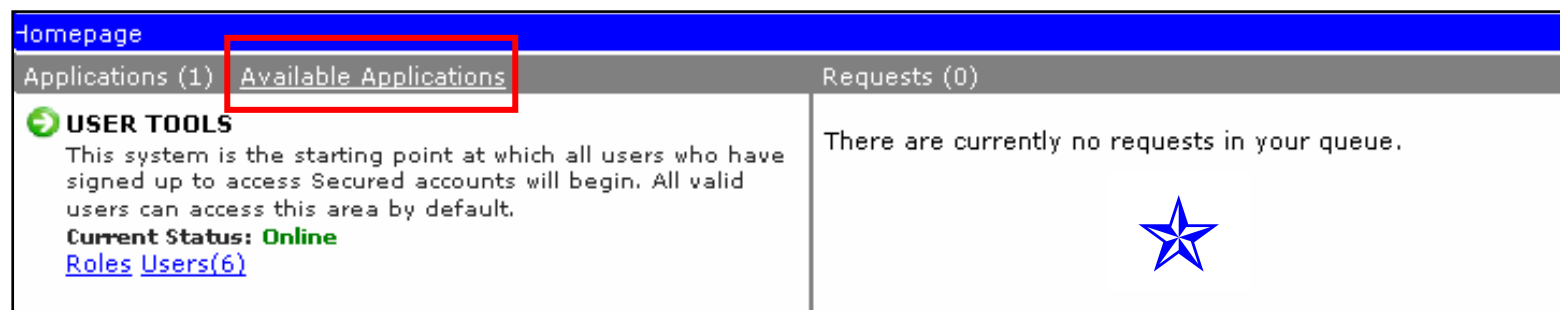
Clicking on  [ADMIN TOOLS](#) brings up the Admin Tools screen. The administrator may see if anyone has made a request to gain access to the account, in this case there are no requests (see - ).

USER TOOLS


This utility allows the account administrator to create and modify “Roles” and “Users”. Roles are related to security level; Users are related to the people with access to this specific account.

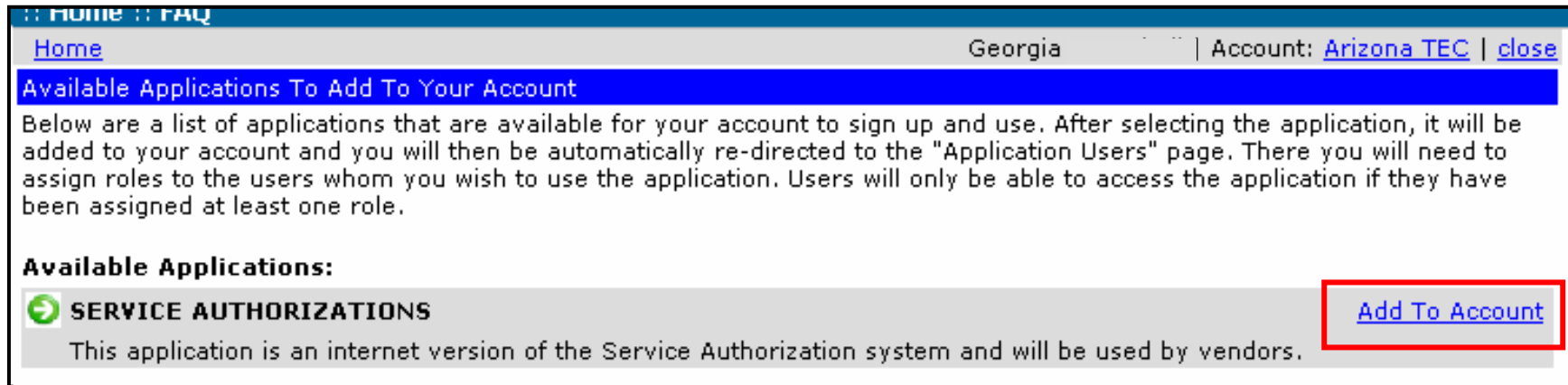


Click on the Available Applications link to see the list of applications that can be “Added” to the vendor’s account.



Admin Tools – Adding Applications– Admin “Step-by-Step”

Clicking the [Available Applications](#) hyperlink will display a list of program application(s) that the account administrator can add to the account. Access to  **SERVICE AUTHORIZATIONS** is depicted below. This application has it's own set of default security roles.




[Home](#) [FAQ](#) Georgia | Account: [Arizona TEC](#) | [close](#)

Available Applications To Add To Your Account

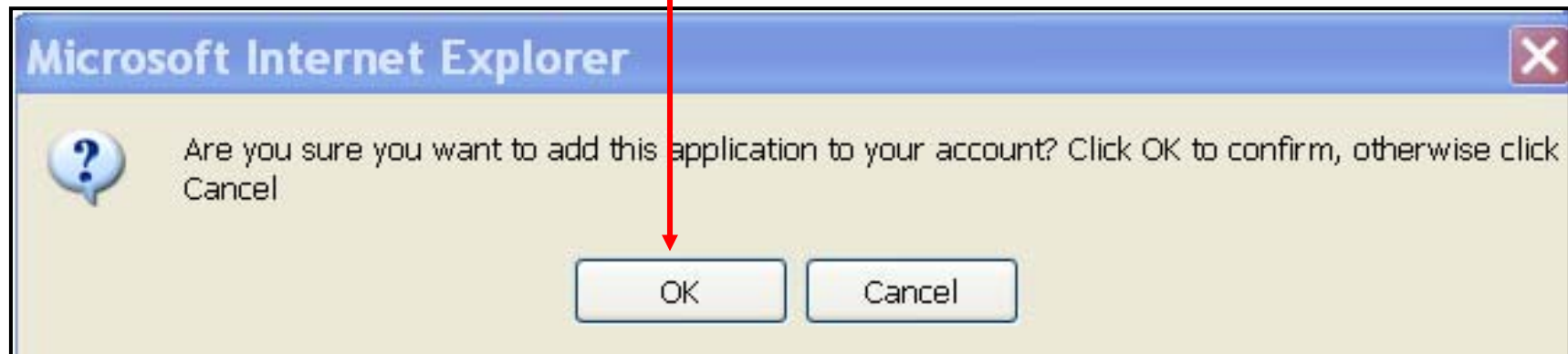
Below are a list of applications that are available for your account to sign up and use. After selecting the application, it will be added to your account and you will then be automatically re-directed to the "Application Users" page. There you will need to assign roles to the users whom you wish to use the application. Users will only be able to access the application if they have been assigned at least one role.

Available Applications:

 **SERVICE AUTHORIZATIONS** [Add To Account](#)

This application is an internet version of the Service Authorization system and will be used by vendors.

Click on [Add To Account](#) to make  **SERVICE AUTHORIZATIONS** available to your account. A confirmation dialogue box is displayed. Click OK.



Admin Tools – Setting The Security Role– Admin “Step-by-Step”

Once the User has successfully added ➡ **SERVICE AUTHORIZATIONS**, the Administrator must set the security level (what a person can and cannot do) within the “Service Authorizations” application . The setting of the security level is accessed via the [Users](#) hyperlink. Having clicked the [Users](#) hyperlink the User may search for those persons for whom the User wishes to grant application access.

The screenshot shows the web application interface for the Division of Developmental Disabilities. The header includes the division name and the date "Wednesday, July". Navigation links for "Home" and "FAQ" are present. A user account section shows the user is logged in as "Therapy" with a "close" link. The main content area is divided into two columns. The left column contains two application cards: "SERVICE AUTHORIZATIONS" and "USER TOOLS". Both cards indicate they are "Online" and have "Users(5)". The "SERVICE AUTHORIZATIONS" card is highlighted with a red box. Below these cards is a section titled "Users (5)" which includes a search form with a dropdown menu set to "Last Name", a text input field for "Search For:", and buttons for "Copy User" and "Search". The right column shows a message: "There are currently no requests in your queue."

Division of Developmental Disabilities

Wednesday, July

:: Home :: FAQ

| Account: :Therapy | close

Homepage

Applications (2) Available Applications Requests (0)

➡ **SERVICE AUTHORIZATIONS**

This application is an internet version of the Service Authorization system and will be used by vendors.

Current Status: Online

Roles [Users\(5\)](#)

➡ **USER TOOLS**

This system is the starting point at which all users who have signed up to access Secured accounts will begin. All valid users can access this area by default.

Current Status: Online

Roles [Users\(5\)](#)

[Users \(5\)](#)

Search On: Last Name

Search For:

[Copy User](#) Search

There are currently no requests in your queue.

Admin Tools – Non-User Search– Admin “Step-by-Step”

The “Non-User” search begins by deploying the “**Search On:**” dropdown menu and selecting “non-users of this app”. The goal is to grant access to those who currently have access to the account but not specifically to the Service Authorizations application.

Division of Developmental Disabilities Wednesday, July 19, 2006

[Home](#) [FAQ](#) [Home Roles](#) | Account: [Therapy](#) | [close](#)

Application Users | SERVICE AUTHORIZATIONS | Total Users: 5

Search On: **Users Of This App** Last Name: **Search** Results: 5

Change View: ☐ All Users ☐ Users Of This App ☒ Non Users Of This App

Users

		Admin Role (4)	ServiceAuths User Role (5)
<input type="checkbox"/>	Jane	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Jackie	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Hayley	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Cindy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Robert	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Go To Page: < Prev | Next >

☒ Send courtesy email to users of changes during 'Save'.

Admin Tools – Security Role Assignment– Admin “Step-by-Step”

Having found Users that do not have application access (i.e. Mickey Mouse pictured below). The admin of the account will assign a security role by placing a checkmark for the appropriate User role (i.e. “[ServiceAuths User Role \(1\)](#)” for Mickey Mouse pictured below).

Role Definitions

Admin Role = All access to all Functions

User Role = **View only** unless Admin grants access to functions such as Service Notification Response, Acknowledge Auths, etc.

Division of Developmental Disabilities

Wednesday, July 19, 2006

:: Home :: FAQ

Home Roles | Account: Community Services | close

Application Users | SERVICE AUTHORIZATIONS | Total Users: 1

Search On: Non Users Of This App Last Name Search Results: 2

Change View ☒ ServiceAuths Admin Role ☒ ServiceAuths User Role

Users	ServiceAuths Admin Role (1)	ServiceAuths User Role (1)		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Mickey Mouse	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Go To Page: < Prev | Next >

☒ Send courtesy email to users of changes during 'Save'.

Cancel Save

Optional: un-check the box to send a courtesy email to all administrators of this account



Add A New User To An Existing Vendor Account

Step-by-Step Instruction
For the
User and Administrator

Add A New User To An Existing Vendor Account – User “Step-by-Step”

The first step is to go to the External Vendor website. Follow the previous steps on pages 7 through 12.

Request Access To The Account

Next the User will request access from the Account Admin by clicking the [Request Account Access](#) hyperlink.

The screenshot displays a web application interface. At the top, there is a blue header bar with the text ":: Home :: FAQ". Below this, a navigation bar contains several links: "Main Menu", "Edit My Profile", "Change Email", "Change Password", "Create New Vendor Account", and "Request Account Access". The "Request Account Access" link is highlighted with a red rectangular box. Below the navigation bar, the user's name "Georgia Campbell" is displayed, followed by a "-> LOGOUT" link. The main content area is divided into two columns. The left column has a blue header "Announcements" and contains the text "No announcements at this time." Below this is another blue header "Miscellaneous" with the text "No miscellaneous info at this time." The right column has a blue header "Main Menu" and contains a welcome message: "Welcome to the Secured Site for the Arizona Department Of Economic Security. You currently do not belong to any accounts at the moment. To access any DDD applications you will need to either [Create A New Vendor Account](#) or request access to an [Existing Account](#)."

Request Access To The Account – Continued – User “Step-by-Step”

The User who is requesting access must enter the Account Name. The account name the User types (i.e. California TEC) must conform to predefined search criteria such as:

- CaliforniaTEC - This would not be a viable search option as it is one word.
- CATEC - This would not be a viable search option.
- TEC - would return all accounts with the word TEC in the name...this would **be a viable** search option.
- California TEC - This would **be a viable** search option.
- Cali - would return all accounts with the word “Cali” as California...this would **be a viable** search option.
- Etc.

Request Access To Existing Account
To Request access to an existing account search for the account by name and then select the name (*Mouseover the account name for an account description*). You will then be prompted to enter a request reason/description which will be forwarded to the account admin. Once the request has been either granted or denied you will receive an email detailing your account request status..
Account Name:

Clicking the search button returns a list of Vendor names matching the search criteria.

Request Access To Existing Account
To Request access to an existing account search for the account by name and then select the name (*Mouseover the account name for an account description*). You will then be prompted to enter a request reason/description which will be forwarded to the account admin. Once the request has been either granted or denied you will receive an email detailing your account request status..
Account Name:
Records Returned: 1
1

Account	Type	CreatedBy	Created
California TEC	VENDOR	Georgia	1/24/2006

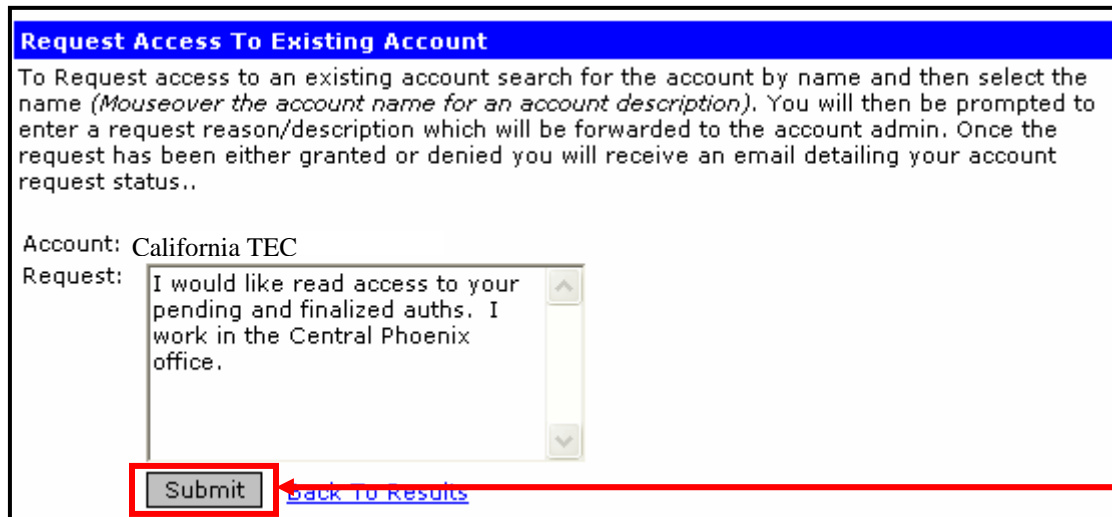
1

To continue the account access process, the User will click on the account name.

Request Access To The Account – Continued – User “Step-by-Step”

The User is prompted to add details in the “**Request:**” fill-in field. Adding details in the Request box is optional.

The User sends their access request to the account administrator by clicking on the “**Submit button**”.



Request Access To Existing Account

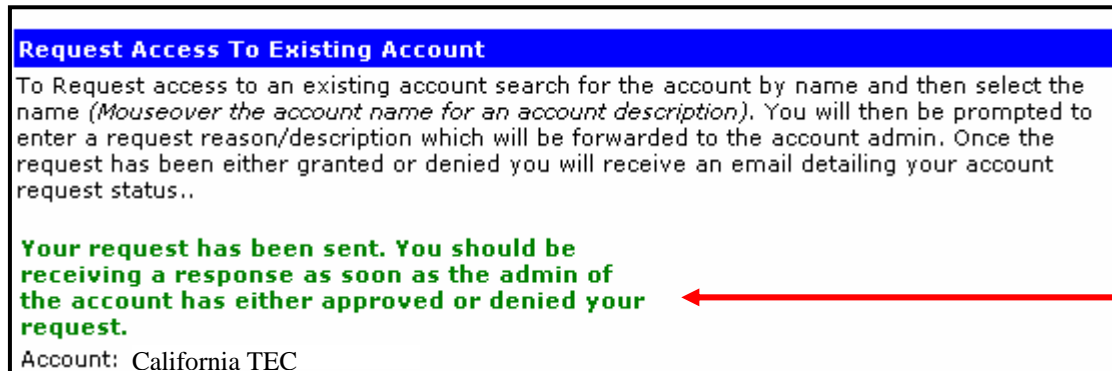
To Request access to an existing account search for the account by name and then select the name (*Mouseover the account name for an account description*). You will then be prompted to enter a request reason/description which will be forwarded to the account admin. Once the request has been either granted or denied you will receive an email detailing your account request status..

Account: California TEC

Request:

[Back To Results](#)

The User will receive a confirmation dialogue box upon successfully submitting an access request.



Request Access To Existing Account

To Request access to an existing account search for the account by name and then select the name (*Mouseover the account name for an account description*). You will then be prompted to enter a request reason/description which will be forwarded to the account admin. Once the request has been either granted or denied you will receive an email detailing your account request status..

Your request has been sent. You should be receiving a response as soon as the admin of the account has either approved or denied your request.

Account: California TEC

Add A New User To An Existing Vendor Account – Admin “Step-by-Step”

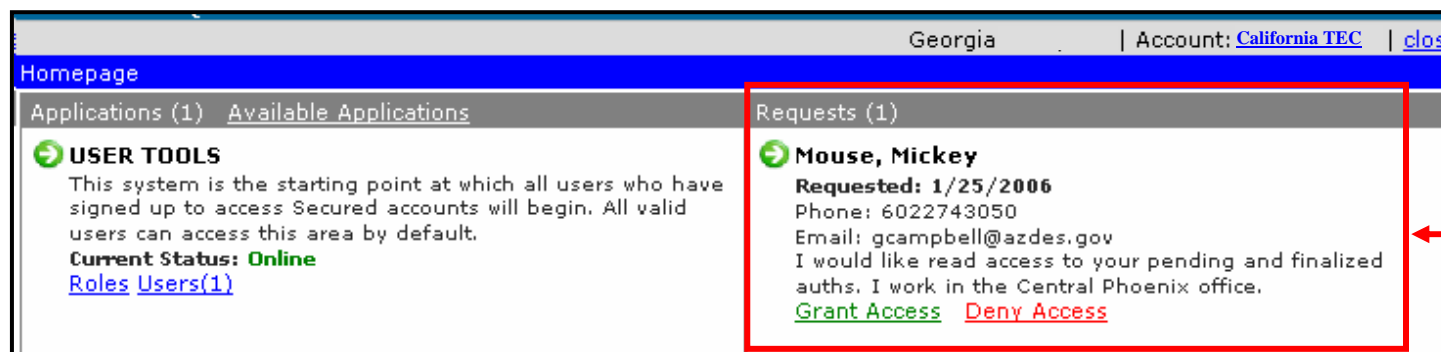
The Administrator will begin the access granting process by logging into the FOCUS system.

The Administrator will click on the  [Admin Tools](#) hyperlink view any requests for access.



Granting Access To An Account

The Administrator of the account will see all Requests for Access from “Non-Users” of the account in the right hand panel of the home page for the account (in this example, Mickey Mouse).



Clicking on the [Grant Access](#) hyperlink will prompt the Administrator to confirm the grant of access, **Click on OK.**

Add A New User To An Existing Vendor Account – Admin “Step-by-Step”

Assigning A Role To A User

In this example, Mickey Mouse has been granted access to the account, however, the Administrator must assign a “Role” to Mickey Mouse for the Service Authorizations application. The Administrator will click the [Users \(0\)](#) hyperlink to begin the search for non-Users like Mickey.


Georgia


| Account: [Ariz](#)

Homepage

Applications (2) [Available Applications](#)

Requests (0)

 **SERVICE AUTHORIZATIONS**
This application is an internet version of the Service Authorization system and will be used by vendors.
Current Status: **Online**
Role: [Users\(0\)](#)

 **USER TOOLS**
This system is the starting point at which all users who have signed up to access Secured accounts will begin. All valid users can access this area by default.
Current Status: **Online**
Roles [Users\(6\)](#)

Access was granted for: Mickey Mouse

Add A New User To An Existing Vendor Account – Admin “Step-by-Step”

Non-User Search

The “Non-User” search begins by deploying the “**Search On:**” dropdown menu and selecting “non-users of this app”. The goal is to grant access to those who have access to the account, but do not have a “Role” (or access) to the Service Authorizations application.

Division of Developmental Disabilities

Wednesday, July 19, 2006

Home Roles | Account: Therapy | close

Application Users | SERVICE AUTHORIZATIONS | Total Users: 5

Search On: Users Of This App Last Name Search Results: 5

Change View All Users Users Of This App Non Users Of This App

Users	Main Role (4)	ServiceAuths User Role (5)
<input type="checkbox"/> Jane	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Jackie	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Hayley	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Cindy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Robert	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Go To Page: < Prev | Next > Cancel Save

☒ Send courtesy email to users of changes during 'Save'.

Add A New User To An Existing Vendor Account – Admin “Step-by-Step”

Security Role Assignment

Having found Users that do not have application access (i.e. Mickey Mouse pictured below). The admin of the account will assign a security role (i.e. “[ServiceAuths User Role \(1\)](#)” pictured below).

Role Definitions

Admin Role = All access to all Functions

User Role = **View only** unless Admin grants access to functions such as Service Notification Response, Acknowledge Auths, etc.

Division of Developmental Disabilities

Wednesday, July 19, 2006

Home Roles | Account: Community Services | close

Application Users | SERVICE AUTHORIZATIONS | Total Users: 1

Search On: Non Users Of This App | Last Name | Search | Results: 2

Change View | ☒ ServiceAuths Admin Role | ☒ ServiceAuths User Role

Users	ServiceAuths Admin Role (1)	ServiceAuths User Role (1)		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Mickey Mouse	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Go To Page: < Prev | Next >

☒ Send courtesy email to users of changes during 'Save'.

Cancel Save

Optional: un-check the box to send a courtesy email to all administrators of this account

Click save and you're all done!!



Viewing An Existing Vendor Account

Viewing An Existing Vendor Account

Main Menu – View Service Authorizations

Once the User has logged into their account, they will have access to Service Authorizations, if the account Administrator has granted the User access to the Service Authorizations application. A user, depending upon the Role they are granted, may or may not have the Admin Tools application available.

In order to view service authorizations the User will click the [Service Authorizations](#) hyperlink.

Division of Developmental Disabilities Tuesday, July 25, 201

[Home](#) [FAQ](#)

[Main Menu](#) [Edit My Profile](#) [Change Email](#) [Change Password](#) [Create New Vendor Account](#) [Request Account Access](#) [About Account](#)

[-> LOGOUT](#) **LOCKED [?]** Account :

Announcements	Main Menu
No announcements at this time.	<div>User Applications</div> <div>ADMIN TOOLS Allows the editing of user roles and permissions for all applications of this account.</div> <div>SERVICE AUTHORIZATIONS This application is an internet version of the Service Authorization system and will be used by vendors. Status: Online</div>
<div>Miscellaneous</div> <div>Updated: 3/16/2006 12:00:00 AM</div> <div>Password Resets Violated passwords are reset every hour on the hour between 7:00 AM and 6:00 PM.</div>	<div>Global Applications</div> <div>No Global Applications Available.</div>

Viewing An Existing Vendor Account

Agency versus Special Contracts – Choosing A Vendor Type

The [Service Authorization](#) hyperlink (once clicked) will redirect the User to the “Vendor Type Selection” screen. The User must select a Vendor Type for the authorizations they wish to view. There are two account types that are most commonly seen in FOCUS, the QVADS registered Vendor (AGN) and the Professional Independent Provider (IND). Both Vendor types may or may not have a visible “Special Contracts” (SPC) queue. The Vendor will choose which queue they wish to view based upon the Vendor or Contract type.



Division of Developmental Disabilities Tuesday, July 25, 2006

[Home](#) [FAQ](#)

Account: | Vendor Type : SPC | [Close](#)

Authorizations - Vendor Type Selection

[Vendor Type](#) [Main Menu](#) [Service Notifications](#) [Pending Auths](#) [Declined Requests](#) [Acknowledge Auths](#) [Final Auths](#)

Following are the types of contracts listed in our system based on your FEI/SSN. Please select one of the following types to view service requests and/or authorizations associated with it.

☐ AGN - KAS

☒ SPC - KIDS ARE SPECIAL AA

[Select & Continue](#)



Division of Developmental Disabilities Tuesday, July 25, 2006

[Home](#) [FAQ](#)

Account: | Vendor Type : IND |

Authorizations - Vendor Type Selection

[Vendor Type](#) [Main Menu](#) [Service Notifications](#) [Pending Auths](#) [Declined Requests](#) [Acknowledge Auths](#) [Final Auths](#)

Following are the types of contracts listed in our system based on your FEI/SSN. Please select one of the following types to view service requests and/or authorizations associated with it.

☐ SPC - John Public AA

☒ IND - John Q. Public

[Select & Continue](#)

Viewing An Existing Vendor Account

Agency versus Special Contracts – Choosing A Vendor Type – Continued

Both the Agency (QVADS registered) – AGN and Independent - IND Vendors accept and provide services at the “Published Rate” (<http://www.azdes.gov/ddd/reference/RatePanelInfoqvs.asp>) for the DDD. The services that a Vendor Type can provide are as follows:

AGN (Partial list):

- G0176 HAM
- H0043 RRB
- T2003 TRA
- S5125 ANC
- T2027 DTT
- 97535 OCT
- 92507 SPT
- Etc.

IND (Only the following services are available for IND authorization in FOCUS at this time):

- H2014 HAH
- T2017 HAI
- S5130 HSK
- S5150 RSP

Both the Agency (QVADS registered) – AGN and Independent - IND Vendors may accept and provide “Special Contract” services. The option to provide “Special Contract” services is available to those Vendors who have access to the DDD QVAS system. A partial list of “Special Contract” services is:

SPC:

- FCO – Exempt Foster Care Court Order
- DVH – Exempt State-Supported Dev. Home
- SNF – Skilled Nursing Facility
- EMERG- Emergency Procurement
- NCS – Non-Contracted Services
- OSFC – Exempt Services for Out-of-State Foster Children
- Etc.

Viewing An Existing Vendor Account

The Main Menu

Viewing “Acknowledged” and “Final” Authorizations is facilitated at [Authorizations - Main Menu](#). Currently the [Service Notifications](#), [Pending Authorizations](#), and [Declined Requests](#) hyperlinks are on deferred status and unavailable at this time. In order to accept an authorization the User must view and “Acknowledge” the authorization before it can be accepted. The User will accept and manage an authorization via the [Acknowledge Authorizations](#) and [Final Authorizations](#) hyperlinks.

Division of Developmental Disabilities Wednesday, July 26, 2006

:: Home :: FAQ

| Account: | Vendor Type : AGN | Close

Authorizations - Main Menu

[Vendor Type](#) [Main Menu](#) [Service Notifications](#) [Pending Auths](#) [Declined Requests](#) [Acknowledge Auths](#) [Final Auths](#)

[Service Notifications \(0 , 94 \)](#)
View/Respond to new/unanswered consumer notifications. The numbers next to the link indicate the number of emergency requests and the total number of requests (including emergency) respectively.

[Pending Authorizations \(26 \)](#)
View notifications which are pending consumer's approval.

[Declined Requests](#)
View requests declined by either consumer or vendor.

[Acknowledge Authorizations \(10 , 33 \)](#)
New or modified authorizations awaiting your acknowledgement. The numbers next to the link indicate the total number of new authorizations and the total number of modified authorizations respectively.

[Final Authorizations](#)
View details of final authorizations.

Viewing An Existing Vendor Account

The Main Menu - Acknowledge Authorizations

The “Acknowledge Authorizations” screen is comprised of two grids: the “New Authorizations” and “Modified Authorizations” grids. To see the details of either a “New Authorization” or a “Modified Authorization” the User will click the [Consumer’s Name](#) hyperlink. Should the User wish to acknowledge an authorization from the “Acknowledge Authorizations” screen they may checkmark the Consumer’ name check box and click the “Acknowledge” button. The Office/Site column displays the location where the service will be provided.

Division of Developmental Disabilities

:: Home :: FAQ

Account:

Authorizations - Acknowledge Authorizations

[Vendor Type](#) [Main Menu](#) [Service Notifications](#) [Pending Auths](#) [Declined Requests](#) [Acknowledge Auths](#) [Final Auths](#)

➡ Following are 'New Authorizations' that need your acknowledgement. Please click on the consumer name link to view the details of the authorization. After acknowledgement the record(s) will be added to final authorization list.

<input type="checkbox"/>	<u>Consumer Name</u>	<u>Service Code</u>	<u>DDD Code</u>	<u>Type</u>	<u>Office/Site</u>	<u>Units Authorized</u>
<input type="checkbox"/>	Consumer Name	G0176	HAM	ByPass	Office/Site = Location where service will be provided	31.00

Acknowledge

➡ Following are the authorizations which were modified by the consumer and are awaiting your acknowledgement. Please click on the consumer name link to view the details of the authorization. After acknowledgement the record(s) will be added to final authorization list.

<input type="checkbox"/>	<u>Consumer Name</u>	<u>Service Code</u>	<u>DDD Code</u>	<u>Type</u>	<u>Status</u>	<u>Office/Site</u>	<u>Units Authorized</u>	<u>Units Paid</u>
<input type="checkbox"/>	Consumer Name	G0176	HAM	ByPass	Open		108.00	

Acknowledge

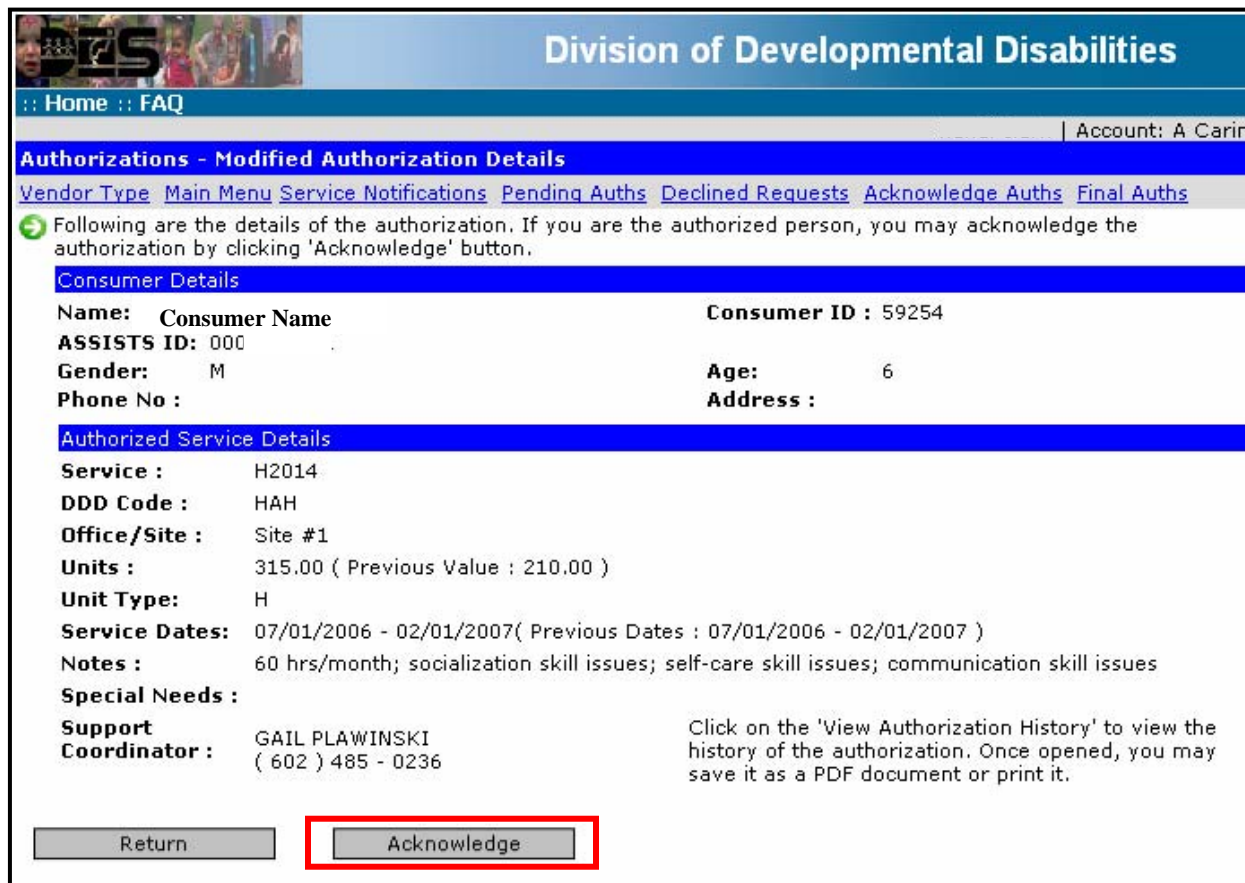
Viewing An Existing Vendor Account

Acknowledge Authorizations – View Service Authorization Details

Having clicked the [Consumer's Name](#) hyperlink, the User may view the details about an authorization prior to agreeing to provide:

- A specific service for a specific Consumer
- A specific amount of units
- The specific dates of service duration.

If the User has the security permission to accept authorizations and wishes to do so they may click the “Acknowledge” button, which will send the current authorization to the “Final Authorizations” queue.



The screenshot displays a web application interface for the Division of Developmental Disabilities. The header includes a logo and navigation links like Home and FAQ. The main content area is titled 'Authorizations - Modified Authorization Details' and contains a list of links: Vendor Type, Main Menu, Service Notifications, Pending Auths, Declined Requests, Acknowledge Auths, and Final Auths. A green arrow icon points to a message: 'Following are the details of the authorization. If you are the authorized person, you may acknowledge the authorization by clicking 'Acknowledge' button.' Below this, the 'Consumer Details' section shows fields for Name (Consumer Name), ASSISTS ID (000), Gender (M), Phone No, Consumer ID (59254), Age (6), and Address. The 'Authorized Service Details' section lists Service (H2014), DDD Code (HAH), Office/Site (Site #1), Units (315.00), Unit Type (H), Service Dates (07/01/2006 - 02/01/2007), and Notes (60 hrs/month; socialization skill issues; self-care skill issues; communication skill issues). A 'Special Needs' section lists the Support Coordinator (GAIL PLAWINSKI) and a note about viewing the authorization history. At the bottom, there are two buttons: 'Return' and 'Acknowledge', with the 'Acknowledge' button highlighted by a red rectangle.

Consumer Details	
Name: Consumer Name	Consumer ID : 59254
ASSISTS ID: 000	
Gender: M	Age: 6
Phone No :	Address :

Authorized Service Details	
Service :	H2014
DDD Code :	HAH
Office/Site :	Site #1
Units :	315.00 (Previous Value : 210.00)
Unit Type:	H
Service Dates:	07/01/2006 - 02/01/2007(Previous Dates : 07/01/2006 - 02/01/2007)
Notes :	60 hrs/month; socialization skill issues; self-care skill issues; communication skill issues
Special Needs :	
Support Coordinator :	GAIL PLAWINSKI (602) 485 - 0236

Click on the 'View Authorization History' to view the history of the authorization. Once opened, you may save it as a PDF document or print it.

Viewing An Existing Vendor Account

Final Authorizations – Default View

The Final Authorizations screen has many default settings that must be manipulated for efficient use, they are:

Status:

Allows the User to search for authorizations where the service end date is still a future date (Open) as well as search for auths where the service end date is a past date (Closed)

Type:

The default is set to “Regular” which is currently on deferred status, you must set the type to “ALL”

Service:

Lists all services that the account is contracted to provide (i.e. S5125 for Attendant Care, etc.).

Division of Developmental Disabilities

Thursday, July 2

Home :: FAQ

Vendor Type : AGN

Authorizations - Final Authorizations

[Vendor Type](#) [Main Menu](#) [Service Notifications](#) [Pending Auths](#) [Declined Requests](#) [Acknowledge Auths](#) [Final Auths](#)

Please use the following criteria to search. (For name search use '%' for wildcard searching.)

Status :

Type :

Service :

Start Date :

End Date :

Consumer ID :

Assists ID :

Consumer First Name :

Consumer Last Name :

Office/Site :

Care Services Inc.
Care Gilbert
Care Phoenix
Care Prescott
Care Tucson

Following are the final service authorizations. Initial results are based on default search criteria, to change the results alter search criteria. Please click on the consumer name link to view the details of the authorization. You can also view history of the authorizations, if you have proper access rights.

No Authorizations found !

Records Displayed: 0 Total Records : 0

No Authorizations Found!

😊 Don't Panic 😊

This means that you have not selected search criteria such as “Status” or “Type” from the selection drop down menus and initiated a search by clicking “Search”

Office/Site:

To ensure that a Vendor can see all authorizations, the Vendor must search all locations. This of course assumes the Vendor has multiple service locations.

Start Date:/End Date: & Consumer ID:

The User may search for Authorizations with these fields as well.

Viewing An Existing Vendor Account

Final Authorizations – Filtering Views

The image below shows the default filter in FOCUS. This filter causes confusion for the Vendor because the last command performed was the “Acknowledge” authorization function. When acknowledging a service the Vendor expects to see a page update that displays all current authorizations; however in the default filter there are zero records displayed.

The issue causing the zero records display is the “**Type**” Choice; it is set to “**Regular**”. The “**Type**” of “**Regular**” is currently in deferred status; as a consequence there are no “**Regular**” auths to find. The type must be set to “**ALL**”.

The screenshot displays the 'Division of Developmental Disabilities' FOCUS system interface. The main heading is 'Authorizations - Final Authorizations'. Below this, there are links for 'Vendor Type', 'Main Menu', 'Service Notifications', 'Pending Auths', 'Declined Requests', 'Acknowledge Auths', and 'Final Auths'. A message states: 'Following are the final service authorizations. Initial results are based on default search criteria, to change the results alter search criteria. Please click on the consumer name link to view the details of the authorization. You can also view the history of the authorizations, if you have proper access rights.' Below this message, it says 'No Authorizations found !'. The search criteria section includes fields for Status (Open), Type (Regular), Service (All), Start Date, End Date, and Consumer ID. A red arrow points from the 'Regular' dropdown in the search criteria to a callout box on the right. The callout box shows the dropdown menu with 'Regular', 'Bypass', and 'All' options, with 'All' selected. The callout box also includes fields for Start Date, End Date, and Client ID, and 'Search' and 'Clear' buttons.

Please use the following criteria to search

Status :

Type :

Service :

Start Date :

End Date :

Client ID :

Viewing An Existing Vendor Account

Final Authorizations – Filtering Views –“Open Authorizations”

Upon setting the “Type” to “ALL” and clicking the “Search” button the Vendor will see all “Open” authorizations (authorizations where the service end date is a future date) for a specific location. The necessity to select “ALL” in FOCUS will be ongoing. While it is possible to set menu options as a default in some computer programs it is not possible in FOCUS, the User must choose “ALL” as a “Type” for every Focus session.



Division of Developmental Disabilities

Monday, July 31, 2006

[Home](#) [FAQ](#)

Vendor Type : AGN [Close](#)

Authorizations - Final Authorizations

[Vendor Type](#) [Main Menu](#) [Service Notifications](#) [Pending Auths](#) [Declined Requests](#) [Acknowledge Auths](#) [Final Auths](#)

Please use the following criteria to search. (For name search use '%' for wildcard searching.)

Status :

Type :

Service :

Start Date :

End Date :

Consumer ID :

Assists ID :

Consumer First Name :

Consumer Last Name :

Office/Site :

Following are the final service authorizations. Initial results are based on default search criteria, to change the results alter search criteria. Please click on the consumer name link to view the details of the authorization. You can also view the history of the authorizations, if you have proper access rights.

Records Displayed: 100 Total Records : 505 Go to Page:

ConsName	SrvCode	DddCode	Status	Type	Units	Location
SARA	H2014	HAH	Open	ByPass	733.00	care solutions
SARA	S5150	RSP	Open	ByPass	720.00	care solutions
SARA	S5125	AFC	Open	ByPass	480.00	care solutions
DONELLA	S5125	AFC	Open	ByPass	2450.00	care solutions
DONELLA	H2014	HAH	Open	ByPass	560.00	care solutions

Viewing An Existing Vendor Account

Final Authorizations – Filtering Views –“Closed Authorizations”

When the service date of an authorization is a past date FOCUS automatically moves the authorization from an “Open” status to the “Closed” status. FOCUS will “Close” an authorization at the beginning of the last service day. As an example, we have an authorization with a service end date of 6/30/2006-- in this case FOCUS would close the auth at 12:00 AM on 6/30/2006.

Bills for services rendered are often submitted late; as long as they are properly formatted they are paid. A concern of many FOCUS users is the fact that FOCUS will close the authorization prior to the submission of a payment request. Should FOCUS close an Authorization on 6/30/06 at 12 am, it would not affect a Vendor’s ability to successfully submit a payment request on 6/30/06 at 4pm or on a later date.

Remember! Once an authorization(s) is “Closed” the only way to see the authorization(s) is to Filter by “Closed” status.

Division of Developmental Disabilities

[Home](#) [FAQ](#)

Authorizations - Final Authorizations

[Vendor Type](#) [Main Menu](#) [Service Notifications](#) [Pending Auths](#) [Declined Requests](#) [Acknowledge Auths](#) [Final Auths](#)

Please use the following criteria to search

Status : **Closed** ▼

Type : All ▼

Service : All ▼

Start Date : 12

End Date : 12

Consumer ID :

Following are the final service authorizations. Initial results are based on default search criteria, to change the results alter search criteria. Please click on the consumer name link to view the details of the authorization. You can also view the history of the authorizations, if you have proper access rights.

Office/Site : Care Prescott

Records Displayed: 60 Total Records : 60

Consumer Name	SrvCode	DddCode	Status	Type	Units
Consumer Name	S5150	RSP	Open	ByPass	422.00
Consumer Name	H2014	HAH	Open	ByPass	281.00
Consumer Name	H2014	HAH	Open	ByPass	284.00
Consumer Name	S5150	RSP	Open	ByPass	312.00
Consumer Name	S5150	RSP	Open	ByPass	350.00
Consumer Name	H2014	HAH	Open	ByPass	280.00
Consumer Name	H2014	HAH	Open	ByPass	76.00
Consumer Name	S5150	RSP	Open	ByPass	130.00
Consumer Name	S5150	RSP	Open	ByPass	255.00

Please use the following criteria to search

Status : Open ▼

Type : Open ▼

Service : All ▼

Start Date : 12

End Date : 12

Consumer ID :

Viewing An Existing Vendor Account

Final Authorizations – Filtering Views – Start/End Date, Consumer/ASSISTS ID, First/Last Name

In addition to “Status”, “Type” and “Service” the User may filter by Start/End Date, Consumer/ASSISTS ID and First/Last Name.

The User will choose the combination of values they wish to search. For example, RSP auths for Mary Martin that have a status of “Closed” or “ALL” auths between 4/01/06 through 6/30/06, etc.

If the user chooses to use Consumer/ASSISTS ID for a search it is not necessary to use the Consumer Name as it may impede the search or return no records when records in fact exists i.e. ASSISTS ID 123456789 = Mari - Martin, however the search was for ASSISTS ID 123456789 and Mary - Martin. Since the first name is spelled incorrectly the data return would be NULL, which in this case is incorrect.

Division of Development

Home :: FAQ

Authorizations - Final Authorizations

[Vendor Type](#) [Main Menu](#) [Service Notifications](#) [Pending Auths](#) [Declined Requests](#)

Please use the following criteria to search. (For name search use '%' for wildcard searching.)

Status :

Type :

Service :

Start Date :

End Date :

Consumer ID :

Assists ID :

Consumer First Name :

Consumer Last Name :

Office/Site :

Please use the following criteria to search. (For name search use '%' for wildcard searching.)

Status :

Type :

Service :

Start Date :

End Date :

Consumer ID :

Assists ID :

Consumer First Name :

Consumer Last Name :

Viewing An Existing Vendor Account

Final Authorizations – Filtering Views – Office/Site Locations

When a Vendor has many Office and Site Locations from which services can be delivered the Vendor will have two view options. One, a Vendor may choose which specific site to view from the drop down menu. Two, the Vendor may choose to see “All” Office and Site locations from the drop down menu.

It is a common issue for a Vendor to be unable to find an authorization for a specific Consumer. This error may occur because the Support Coordinator may have chosen an incorrect location during the “Auth” process or the Vendor is not viewing the correct site. This issue can be avoided if the Vendor will keep the “All” option from the drop down menu thus showing all possible locations simultaneously.

The image shows a screenshot of a web application interface for 'Division of Developmental'. The main section is titled 'Authorizations - Final Authorizations'. It contains a search form with the following fields:

- Status : Open (dropdown)
- Type : Regular (dropdown)
- Service : All (dropdown)
- Start Date : [text input] (calendar icon)
- End Date : [text input] (calendar icon)
- Consumer ID : [text input]
- Assists ID : [text input]
- Office/Site : All (dropdown menu)

The 'Office/Site' dropdown menu is expanded, showing the following options:

- All
- AZ DTA PHOENIX
- AZ DTA SUMMER PROGRAM
- AZ DTA SUMMER PROGRAM NAVAPACHE
- AZ MAIN OFFICE

A red arrow points from the 'All' option in the dropdown menu to a magnified view of the same dropdown menu on the right side of the image. The magnified view shows the same dropdown menu with the 'All' option selected.

Viewing An Existing Vendor Account

Final Authorizations Details

The Vendor may view the details for their “Final Authorizations” by clicking the [Consumer’s Name](#) hyperlink (See steps 1-3).

Note: Until further notice the “View Authorization History” link is on deferred status and is non-functional.

The image consists of three overlapping screenshots from a web application titled "Division of Developmental Disabilities".

- Top Screenshot:** Shows the "Authorizations - Final Authorization Details" page. It includes a navigation bar with links like "Home", "FAQ", "Vendor Type", "Main Menu", "Service Notifications", "Pending Auths", "Declined Requests", and "Acknowledged". The main content area displays details for a consumer with ID 4130, including Name, Gender (M), Age (24), and Address. A red box highlights the "Consumer Name" link, with a yellow circle containing the number "3" next to it.
- Middle Screenshot:** Shows the "Authorizations - Final Authorizations" search page. It includes a search criteria section with dropdowns for Status (Open), Type (All), and Service (All), and input fields for Start Date and End Date. A table displays search results with columns "ConsName" and "SrvCode". A red box highlights the "Consumer Name" link in the table, with a yellow circle containing the number "1" next to it.
- Bottom Screenshot:** Shows the same search results page as the middle screenshot. A red box highlights the "CHRIS" link in the table, with a yellow circle containing the number "2" next to it. Below the table, there is a "View Authorization History" link highlighted with a red box.



Technical Terms Glossary

Introduction to Basic Computer Terminology

Introduction

This appendix contains the basic computer terminology that the beginning computer User may find unfamiliar. The Division of Developmental Disabilities has produced this glossary of computer terminology to facilitate using the new FOCUS application for the beginning computer User.

This glossary is not a complete terminology guide nor is it intended to be; it does contain most if not all of the computer terminology necessary to successfully use the new FOCUS system.

Should you require more information about computer basics beyond what is provided in this manual please make use of the following excellent resources:

- DDD Helpdesk (602) 274-3050, Option #3
- DDD Statewide FOCUS Training
- Internet search
- Public Library
- Computer experienced co-workers

The DDD/MIS Educational Development & Training Team listed those computer terms that were qualified as most helpful. These concepts are expressed in ways that are clear as well as professionally meaningful. The DDD/MIS Educational Development & Training Team recognizes our professional contemporaries as a source of knowledge and applied experience; therefore we also welcome any comments and suggestions you may have for improvement of this FOCUS manual.

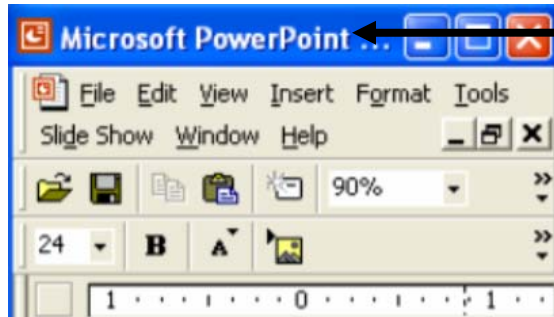
Please send your suggestions to: dddprodsupport@azdes.gov

Thank you

DDD Production Support

Active Window

The window whose title bar is highlighted (does not have a muted/grayed out color) means it is the currently used window.



Active Window, notice the rich color of the Title Bar.



Deactivated Window, notice the muted color of the Title Bar.

Application

Another word for a program such as (Word, PowerPoint, Excel, Internet Explorer, etc).

Boot

Starting your computer by turning on the power.

Browser (Internet Web Browser)

An application that lets you interactively search, view and manage information over the Internet. There are many browsers in use today - the most common are Microsoft's Internet Explorer and Netscape's Navigator



Click

The act of pushing down and releasing the right or left mouse button.

**Close Button**

The third (an "X") of 3 buttons located at the right end of the title bar that you click to close a window.

**Database**

An organized collection of information that can be on a computer or some other form such as a cookbook; a cookbook is a database of recipes. In FOCUS there are databases for Billing, Consumers, Vendors, Workers, etc.

Default

A specific setting that is assigned automatically in a computer program and remains in effect until changed by the User.
A good example is the first screen you see when you open any computer program. This "Splash Screen" or first screen is a program default... you get it automatically or by default.

Desktop

The opening screen in Windows that contains icons that allow you to do work; some of these icons are “My Computer”, “My Documents”, “Recycle Bin” and any custom icons you add to the desktop.



Dialog Box

A special kind of window that asks you a question or presents options that you can choose from.



Document

Any data file you create with a program such as letters in the word processing program called Word[®], or colorful visual charts and other presentation information that you could create with PowerPoint[®].

Double-Click

Pressing and releasing the left-mouse button two times in quick succession (without moving the mouse between clicks).

Drag/Roll (mouse)

Position the pointer (“white arrowhead”) on an item, hold down the left button, slide/”roll” the pointer to a new location, and release the button.

Highlight

Selecting by double clicking or dragging with the mouse. Once selected, an item usually turns a different color or becomes outlined.

Un-highlighted

Highlighted

Hyperlink

A connection or link between one source of information and another; hyperlinks can be text or images. You know you’re over a hyperlink when you see the “White Hand”. To “engage” or make the link work all you do is click (one time only) the link with the “White Hand” icon and off you go!

<http://www.ddd03/training>



Icon

A graphic picture that represents a program, command, document, etc. (pictured below are the icons MS Word, “My Computer”, MS Excel, “Recycle Bin” and a “File Folder”).



Internet

The Internet (or "Net") is a worldwide system of computer networks (computers interconnected) – a network in which Users at any one computer can (if they have permission) obtain information from any other computer. For example, the Internet allows the worldwide exchange of electronic mail (e-mail).

Intranet

An Intranet is a **private** network that is contained within an organization. It may consist of many interlinked local area networks. The main purpose of an intranet is to share company information and computing resources among employees.

LAN

Abbreviation for Local Area Network, typically a network of computers within the same building such as our DDD Intranet.

Launch

To start a program, usually by clicking a program icon; you can Launch Word ® by single-clicking the icon on the taskbar or double clicking the icon on the desktop.

Maximize Button

The second of three buttons at the right end of the title bar, which enlarges the window to its greatest possible size.



Minimize Button

The first of three buttons at the right end of the title bar, which reduces the size of the active window.



Monitor

A visual output device, similar to a television for your computer.



Mouse

Device that moves the onscreen pointer by spinning a rubber trackball or optical device.



Mouse-Over

A “Mouse-Over” is a visual cue, direction, or other data that might be ambiguous or unknown to the User. For example DDD service codes, you may not know that S5150 is Unskilled Respite, fortunately FOCUS utilizes the Mouse-Over. **The first picture** below shows no data banner because the mouse cursor (the arrowhead) is not positioned by the User over the code S5150. **The second picture** shows that the User has positioned the mouse cursor over the code S5150. This causes the Mouse-Over to deploy the yellow data banner that defines the S5150 code as “Unskilled Respite” for the User.

Available Services:			
1			
Service Code	Total Units	Total	
A0090	414.00	0	
T2021	1110.00	0	
S5150	1438.00	0	

Available Services:			
1			
Service Code	Total Units	Total	Available
A0090	414.00	0	
T2021	1110.00	0	
S5150	1438.00	0	
UNSKILLED RESPITE CARE, NOT HOSPICE			

Online

Being connected, usually through a modem and phone line, to another network and/or computer.

Operating System

Special software (like Microsoft's Windows) that runs when the computer is first turned on. This special software manages communication and interaction between your hardware and software.

Pointer

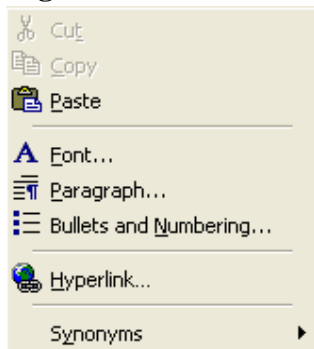
The arrow-shaped cursor on the screen that moves when you move the mouse.

**Reboot**

Computer terminology for restarting your computer.

Right-Click

Quickly press and release the right mouse button (some procedures like creating shortcuts will require that you hold down the button not just "click and release" to accomplish the task).

Right-Click Menu

An easy-to-use menu that opens when you right-click an object. Also called a "shortcut menu", "object menu" or "context menu." Depending what you have "Right Clicked" on you will see different menu options. Execute the menu option by pointing to and clicking the left mouse button

Right-Drag

A mouse action in which you move the pointer on an item, hold down the right mouse button, drag the pointer to a new location, and release the right mouse button.

Save As

A command that opens a dialog box that permits you to save a new (unnamed) document or rename a previously saved document.

Screen Printing

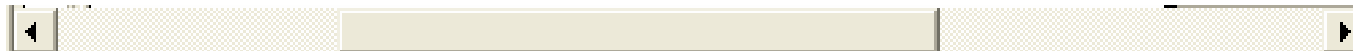
1. While viewing the desired screen , click the “Print Screen” button (to the right of the F12 button).
2. Open any program that supports graphics like Word, Paint, Power Point, etc. then paste-in the screen image.
3. There are many ways to paste; the most basic is from your “Menu Bar” select “Edit”.
4. Now click the “Paste” option from the menu.
5. The image may now be saved on the computer or printed for the Consumers records.

Scroll Arrows

The arrows at each end of the scroll bar, used to scroll through the contents of the window.

**Scroll Bar**

A bar that appears at the right and/or bottom edge of a window whose contents are not completely visible; termed "horizontal" and "vertical" scroll bars.



Shortcut

An icon containing a direct route to a specific object (usually a program or document) that displays a small jump-arrow in the lower-left corner. You can create a shortcut to a File, Program, Folder etc. by holding down the “Right” mouse button and dragging a copy of the File, Program, Folder etc to a new location and selecting the “Create Shortcuts Here” option.



Start Button

The button at the left end of the taskbar that is labeled "Start." Clicking the Start button opens the Start menu. Use the Start menu to launch programs.



Status Bar

The bar at the bottom of a program just above the “Start Button”; it displays information about the program.



Taskbar

The bar on the bottom of the desktop that let you quickly start and switch between programs.



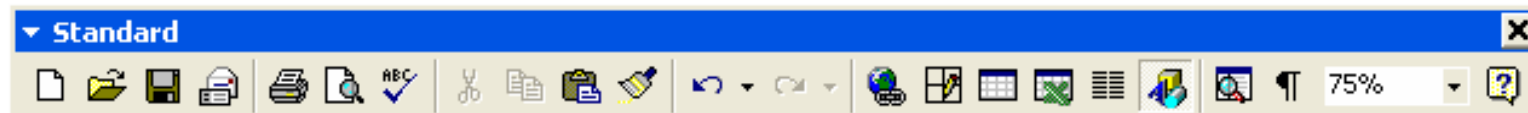
Title Bar

The horizontal bar at the top of a window that displays the window's name. The window's name is usually the name of the program running in the window.



Toolbar

A row of buttons that provide quick access to commonly used commands.



URL

Uniform **R**esource **L**ocator, the agreed upon syntax for internet web site addresses that reveals the name of the server where the site's files are stored, the file's directory path, and its filename.

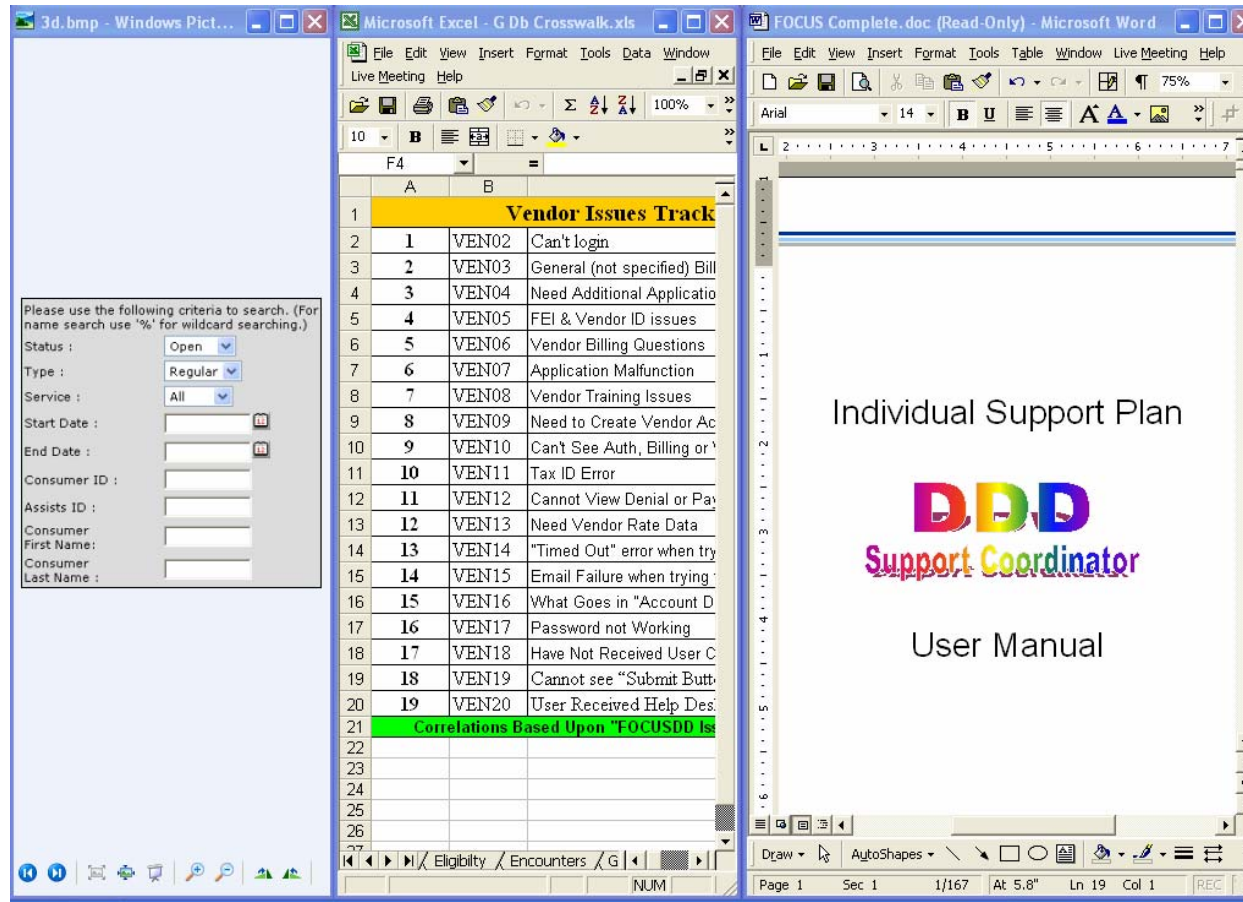
<http://www.de.state.az.us/ddd/>

<http://www.target.com/gp/homepage.html/602-2890285-7331868>

http://dddttrnweb01/focusdd/frm_login.aspx

Window

The rectangular work area (on the monitor screen) for a task, program, folder or document. Many windows may be opened simultaneously, in the example below MS Picture Viewer, MS Excel and MS Word are open on the same computer screen (three windows within one window).



World Wide Web (WWW)

A system for worldwide linking of multimedia that is completely independent of physical location. The Web is one part of the Internet, not the complete Internet.